

# **FS Error Reduction Workgroup Meeting Minutes**

**January 28<sup>th</sup>, 2002**

## **Members Present**

Jackie Bennett, Jacaie Coutant, Joanne Ator, Maxine Ellis, Lisa Hanson, Kathy Judd, Christina Martin, Mike Mckenzie, Edie Sprehn, Marge Telga, Staci Wanty, Marcia Williamson, and Pat Woldt, Tom Prete, Lorie Mueller, Sara Pynenberg

## **Committee Update**

Mike Mckenzie announced that Marcia Williamson, an exciting new State employee with ONSPI, will become this committee's State co-chair in the near future.

## **Review of the Minutes**

An update to a reference on page 6 regarding Tom Prete's presentation of a client education side show at the next meeting. This demonstration will moved back to a later date.

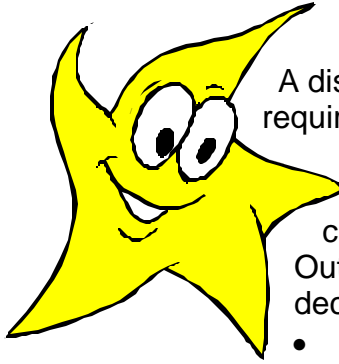
## **Error Rate**

The State wide error rate for FFY 2001 is 12.6%. If the first 11 months of the State's error rate is examined we were approaching an 11.8%, unfortunately a statewide error rate of 22% for September shifted the annual rate up to the final rate. Wisconsin will be the highest error rate in the Midwest.

## **Error Reduction Proposals**

The announcement of the availability of funding for local error reduction initiatives has been mailed. It was recommended that the information also be posted on DXBM. The proposals must be submitted to Lisa Hanson by February 18<sup>th</sup>, 2002. The winners will be announced at the FS conference. ONSPI staff, the error reduction workgroup and FNS representatives will evaluate the proposals. Lisa Hanson is coordinating this initiative for ONSPI. The next ER workgroup meeting will be entirely devoted to the evaluation of the submitted proposals.

Action: Lisa will formulate some guidelines for the committee members and send soft copies of the guidelines and the submitted proposals to the committee members for their review prior to the next meeting. A DXBM will be prepared and posted.



## Second Party Review

A discussion occurred regarding the second party review requirement in the QAPs. The primary issues were:

- The county is required to review 2 cases per worker. This amount is negotiable dependant on the agency's circumstances.

Outcome/Action: An agency must provide a rationale for decreasing the number of cases reviewed.

- The State does not have established requirements on the selection of the sample. Counties shared their various selection methods which range from targeted to random.

Outcome/Action: The selection criteria for the second party review sample may be adjusted to meet the needs of the agency.

- The State has indicated that they are automating the reporting process via the Internet. The purpose of the automated reporting is to ensure consistency in the reporting process and improved the methodology for review and use of the data reported. This data be available to all counties and can be used for the identification of training and policy need assessment.

The discussion was made that the larger counties already have an automated system that is an integral part of their payment accuracy process. It was noted that the State automation does not change the agency's review process only its reporting process.

Outcome/Action: The State is open to working with the automated agencies to coordinate the two processes.

- The system should be available some time in February.
- The calling of errors under \$25.00. Should you or shouldn't you. State QC does not report errors under \$25.00 and any recoupment under \$25.00 are canceled by the State. A discussion pointed out that a lot of little errors can be representative of some major problems that result major errors down the road.

Out come: It is up to the agency to set that standard.

## Corrective Action Question?

A question was presented to the committee: "When there is an error, either internal or State QC, is actual or prospective income used for the corrective action and/or recoupment?"

Solution: Following a discussion the consensus is, actual income is used.

Outcome/Action: Some one from State collections will be invited to a future meeting to discuss this issue.

## **Quality Assurance Plan(QAP)**

Each county is required to submit a new QAP. Mike noted that extensions on the QAP due date could be obtained through your regional AA. ONSPI staff will review the plans and meet with representative from each agency. Mike shared past issues related to the plans noting that the 2<sup>nd</sup> party review process was the biggest issue.

## **Food Stamp Conference**

Registration for the Food Stamp conference is low, only 100 people have registered to date. It is believed that counties may increase their willingness to let staff go now that training has approved the workshops for advanced case management credits. It was suggested that additional reasons for the low registration may be that:

- It is still early in the registration.
- The \$50.00 fee to the counties could be a barrier.

Outcome/Action: It was suggested that a DXBM be posted to remind staff to register. The State will look for monies to help with the \$50.00 fee.

## **Status of Client Education and Other Initiatives**

### ***Initial Page***

Marcia Williamson distributed the latest version of the "initial page". Pending changes to the CAF, addendum rights and responsibilities pamphlet was shared. The impact of these changes on this document was discussed. This form tries to address issues related all programs, this may reduce the effectiveness of the form.

Outcome/Action: It was agreed that this is an error reduction initiative and that some things may have to be removed to focus on FS program error concerns.

### ***Follow Up Letter***

This project is similar to the Project Recall process. A follow up letter to the client is produced by CARES 60 days after the application to remind customers of the reporting requirements.

Outcome/Action: Mike will send any e-mail to other states to see if anyone has automated this process.

## ***Client Survey***

Pat stated that she has tested a client survey with a few customers. She would like to expand this process in the February QC sample. This survey collects information on how the customer was educated and understands the reporting requirements and the methods to report. If this works it could be expanded to a routine QC process.

Outcome/Action: Who will tabulate the responses? The outcome of the survey will be evaluated by the workgroup.

## ***Calendar***

The implementation of a calendar designed to mirror Ohio's payment accuracy calendar has been shelved to 2003. Time was too short to prepare one for 2002.

## ***800/Info phone line***

Sara discussed the proposal for an 800-information line. This project could have a huge cost and the issue of availability of the line comes up again. Sara stated that an information web site might be a more effective alternative. Jacaie stated that Milwaukee has a web site: [www.milwaukeeeeworkers.org](http://www.milwaukeeeeworkers.org) provides information and what if eligibility testing. The address is provided for workgroup members to view.